

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

First-Class Package Service (FCPS)
Service Standard Changes, 2021

Docket No. N2021-2

PRESIDING OFFICER'S INFORMATION REQUEST NO. 10

(Issued August 3, 2021)

Pursuant to Order No. 5920¹ and 39 C.F.R. §§ 3020.117 and 3020.118, the Postal Service is requested to respond to the following questions to clarify the record on its request for an advisory opinion under 39 U.S.C. § 3661(c) regarding First-Class Package Service (FCPS) Service Standard Changes.² To facilitate inclusion of the requested material in the evidentiary record, the Postal Service shall have a witness attest to the accuracy of the answers. For each question, produce every document (including any calculations, analysis, assumptions, studies, or workpapers) used, relied upon, or referenced in preparing the response. Responses shall be provided as soon as they are available, but no later than August 10, 2021.

1. Please refer to the Postal Service's response to Presiding Officer's Information Request No. 7, question 2,³ in which the Postal Service submitted USPS-LR-N2021-2-NP16, Excel file "POIR No7 Q2 - FCPS root cause failures - FY20 - NP.xlsx."

¹ Notice and Order on the Postal Service's Request for an Advisory Opinion on Changes in the Nature of Postal Services, June 21, 2021 (Order No. 5920).

² United States Postal Service Request for an Advisory Opinion on Changes in the Nature of Postal Services, June 17, 2021.

³ Responses of the United States Postal Service to Questions 1-5 of Presiding Officer's Information Request No. 7, question 2, July 29, 2021.

- a. Please provide definitions and the hierarchy for assignment and assessment for the full set of root causes for First-Class Package Service (FCPS), including each type of “Root Cause” appearing in this Excel file.
- b. The following 13 root causes that account for approximately 90 percent of the failures. Please provide, in addition to the definition, a paragraph of operational explanation for the following 13 root causes:
 - i. DeliveryFailure
 - ii. AcceptToOPDCNextDayAfterNoon
 - iii. Hub1Failure
 - iv. PlacardNotInTOPS
 - v. Missort
 - vi. ADC2MissentToOrigin
 - vii. MissentWrongDDU
 - viii. ClosedOnTimeLoadedLateNotOnIntendedTrans
 - ix. AirPCInSurfaceContainer
 - x. ADCOnTimeAAUFirmFailure
 - xi. OriginPDCToNMOFailure
 - xii. OutofNetworkMissentToOrigin
 - xiii. OPDCOnTimeNoADCScanSCFFailure
- c. Please confirm that these data refer to the amount (number of percentage points) by which on-time performance decreased due to each specific root cause of failure. If not confirmed, please explain.
- d. Please confirm that a root cause failure indicator is not assigned to a FCPS piece that is delivered within its applicable service standard. If not confirmed, please explain.
- e. Please confirm that no more than one root cause failure indicator is assigned per FCPS piece. If not confirmed, please explain.

2. Please refer to the Postal Service's response to Chairman's Information Request No. 1 in Docket No. ACR2020.⁴ In it, the Postal Service provided an Excel attachment that had the definitions of the root causes affecting First-Class Mail (FCM). Please draw parallels, where applicable, to the root cause terminology for in FCM and FCPS in order to facilitate understanding of these terms.

Ann C. Fisher
Presiding Officer

⁴ Docket No. ACR2020, Responses of the United States Postal Service to Questions 1-38 of Chairman's Information Request No. 1, question 20, January 19, 2021.